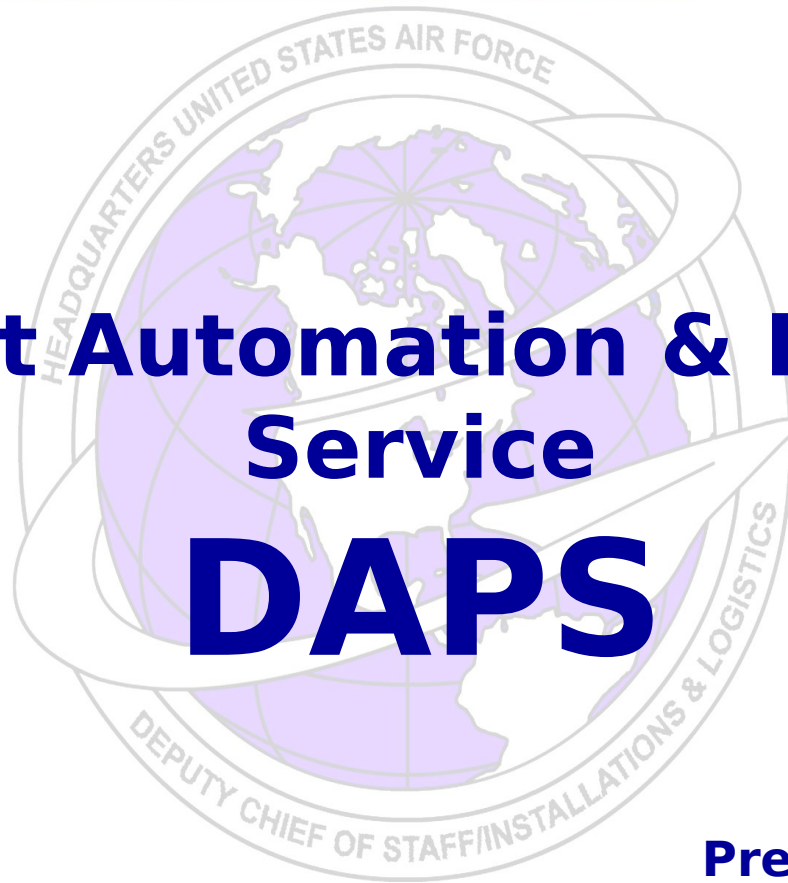




Document Automation & Production Service **DAPS**



Presentation For:

AF/IL: The Force Behind Air & Space Power

2004 USAF Enterprise Information Management Conference






Worldwide Business Enterprise

- Government Organization – Department of Defense
- 181 Facilities (33 Overseas) / 14 Countries
- 1K Civilian/Contractor Employees
- 2.5M - 3M Orders Annually - 65% Outsourced
- \$393M FY03 Annual Sales - 57% Classified or Sensitive
- Services
 - Traditional Offset Printing
 - On Demand Output
 - On Line Services – Doc Mgt and MFDs



**Average 90%+
Customer
Satisfaction
for past 5
years**



**82% of Jobs
Required
In 24 Hours**





DAPS Business Areas

**FY03 Total Revenue
\$393.4M**

Traditional Bulk Printing

- \$99.2M or 25% Sales

90% Outsourced

Online Access

Document Conversion,
Equipment
Management, &
Desktop Solutions

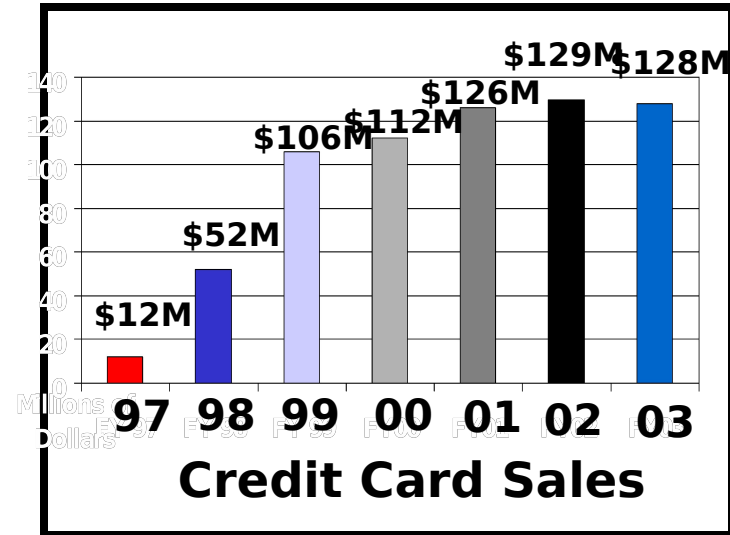
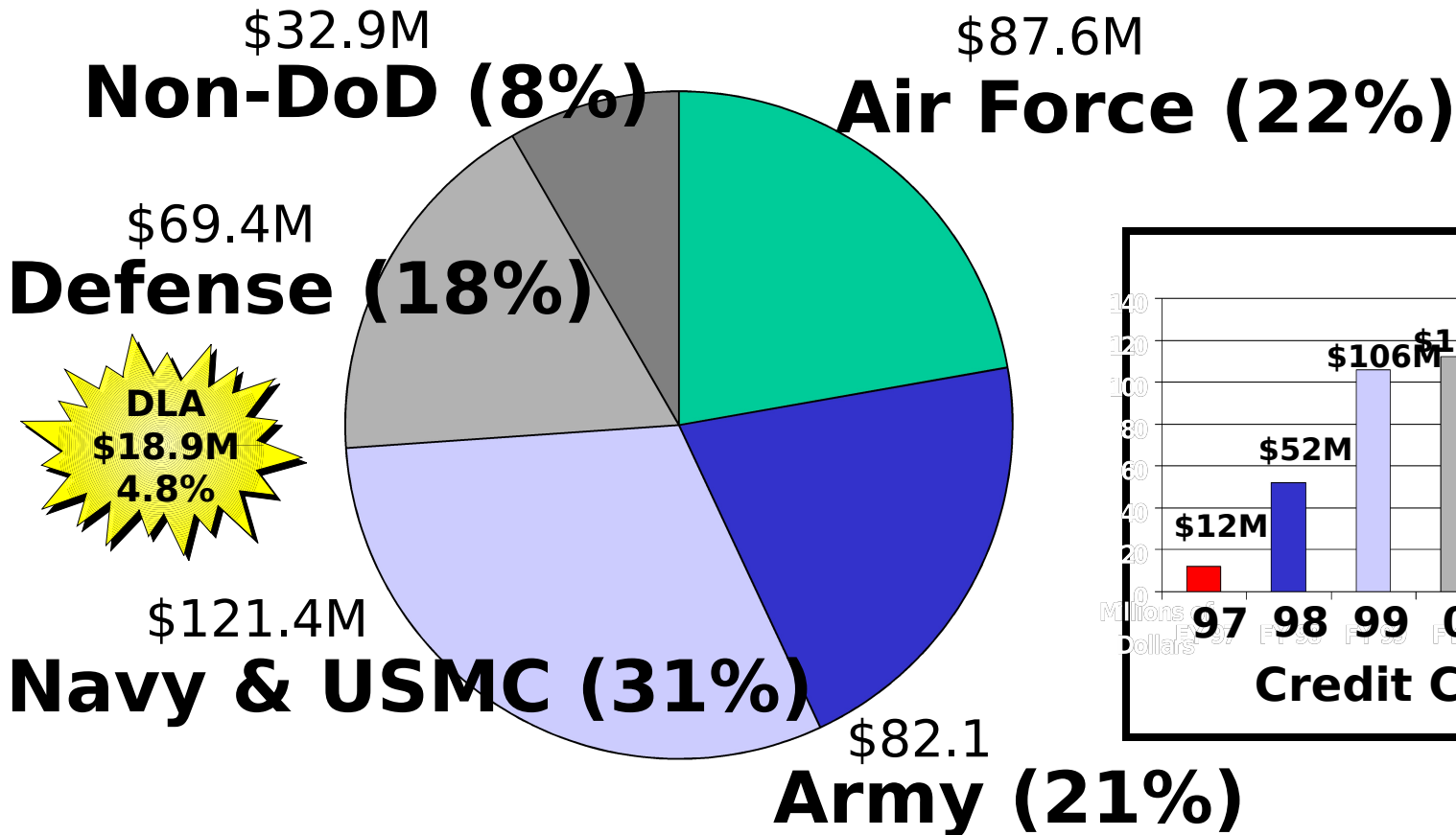
- \$148.9M or 38% Sales
- 92% Outsourced

On-Demand Output

Electronic Output,
Drawings & Microform

- \$145.3M or 37% Sales
- 16% Outsourced





DAPS is a Working Capital Fund
FY03 \$393.4M Total

Sales

Contact Webmaster



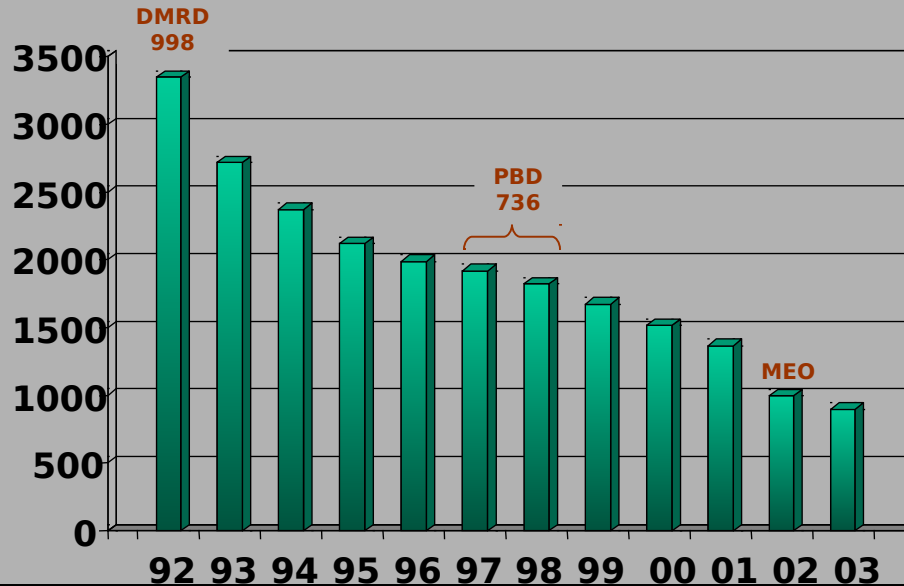


Product	DAPS 04 Budget Price	CAP-V Quick Print Price
CAP Ventures Price Comparison		
Black & White Duplicating		
34 pages, 25 copies, on-line stitching & collation, 2 sided, wrap, pack, ship.	\$30.71	\$41.90
34 pages, 50 copies, on-line stitching & collation, 2 sided, wrap, pack, ship.	\$61.43	\$83.80
34 pages, 100 copies on-line stitching & collation, 2 sided, wrap, pack, ship.	\$122.84	\$150.60
34 pages, 43 copies, on-line stitching & collation, 2 sided, wrap, pack, ship.	\$52.15	\$67.68
100 pages, 2 copies, five hole drill, one sided.	\$9.28	\$19.20
Full Color Duplicating		
25 pages, 20 copies, 3-Hole Bond Paper, one sided, collate, stitch upper left.	\$251.84	\$390.00
1 page, 75 copies, Bond Paper.	\$50.92	\$69.75
45 pages, 14 copies, Bond Paper, one side, collate, two side stitches.	\$336.75	\$516.88
Booklets & Manuals - Black & White & Color		
34 pages, 43 copies, black and white text on white bond paper, index cover with color on cover page, saddle stitch, 5 1/2 x 8 1/2 finished size, wrap, pack, ship.	\$64.03	\$126.33
Contact Webmaster		



End Strength History

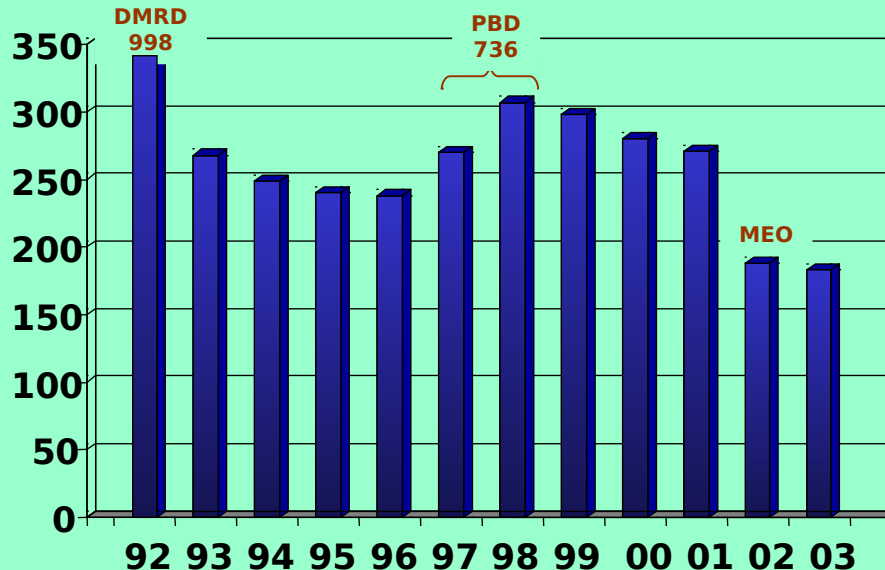
Downsized
81% of
Positions -
3,832 Out of
4,730



FY99 PBD 415
identifies \$97M
annual savings

Facility History

Downsized
66% of Facilities -
351 Out of
534



MEO Savings
FY03 - FY07
\$216M



DAPS ONLINE

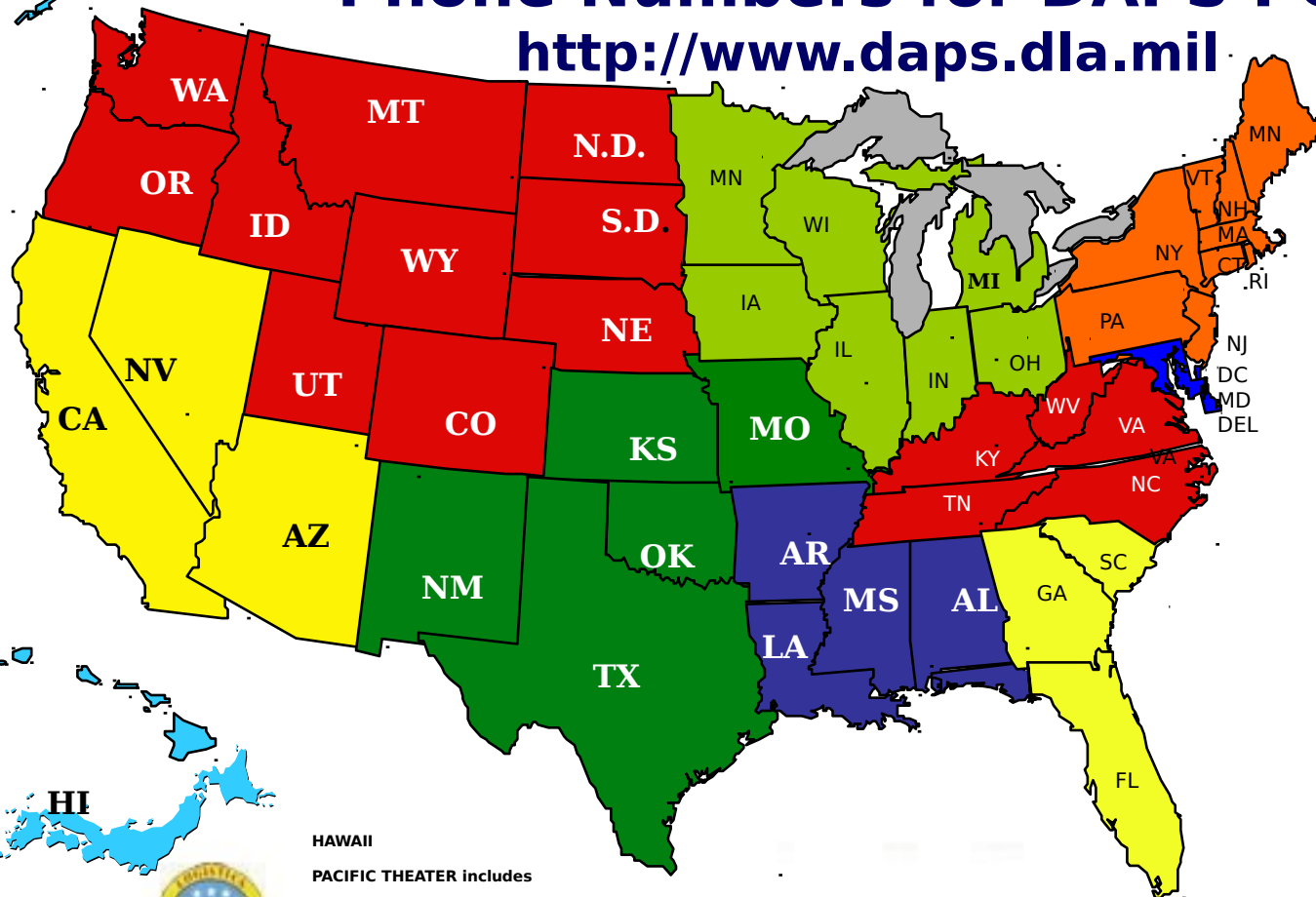
Document Automation & Production Service

[Logon](#) [Register](#) [Products](#) [Local News](#) [Your Account](#) [Help](#)



Phone Numbers for DAPS POC

<http://www.daps.dla.mil>



HAWAII

PACIFIC THEATER includes

Hawaii/Japan/Korea/Okinawa

Guam/Alaska



PACIFIC

BANGOR

SAN DIEGO

**OKLAHOMA
CITY**

PENSACOLA

GREAT LAKES

PHILADELPHIA

WASHINGTON

NORFOLK

JACKSONVILLE

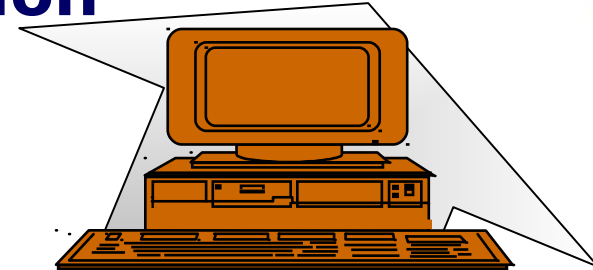
EUROPE

Contact Webmaster

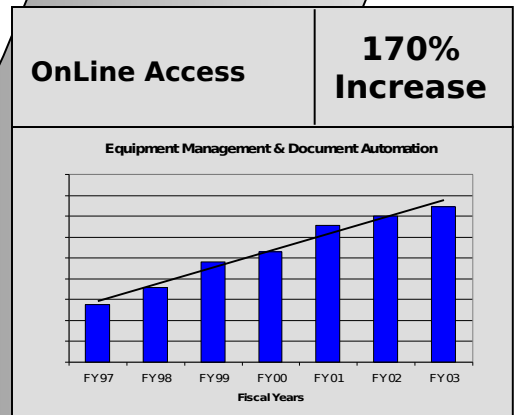
Mission: Move Toward Automation

Migration of DAPS portfolio of capabilities

- A provider of information management capabilities
- Embedded with the customer to clearly understand requirements
- Flexible & agile to conform to customer demand while leading them to electronic solutions



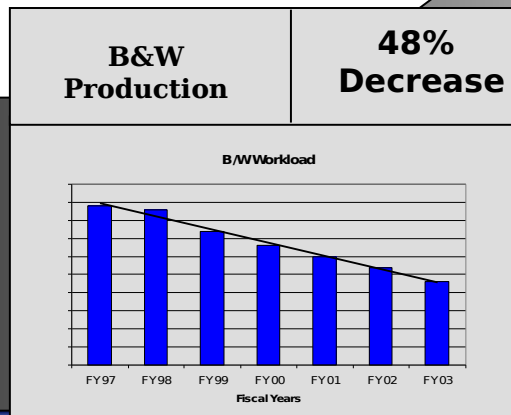
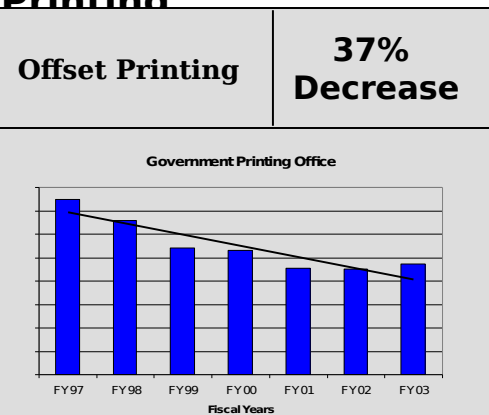
Online Access



Traditional Bulk Printing



On-Demand Output





DAPS e-Commerce Solution

DAPS Online is a web-based electronic ordering system designed to provide our customers with the tools to manage documents, production, and distribution needs.





Hor



- ✓ Click.
- ✓ Submit.
- ✓ Track.
- ✓ Receive.

Access all your document automation needs online

**DAPS ONLINE DEMO AT THE CONTENT MANAGEMENT
BREAKOUT SESSION TOMORROW!**

1115 - 1200

Check us out at : <http://www.daps.dla.mil>





VISION:



To Become The Successful Primary
Provider Of Copier/MFD Services To Defense And
Federal Agencies:

- ✓ Maximize Customer Efficiencies,
Productivity, Cost Savings And Core
Competency Enablement
- ✓ Provide A Sound, Consistent, Financially
Solid, Industry Standard Business Process



CRM Program Mgr
Marketing/Sales/Cust Svc

National Account
Managers

Customer Info
Center

Office Level
CRM Personnel

CRM

Consistent Message
MOAs / SLAs
Opportunity Targets
Vendor Services Channel
Customer Focus Groups
SalesLogix / Metrics
Training / Education

Service
Stakeholders

Major Commands

Base Level
Commands/Tenants





Industry
Solutions

DAPS as HPO



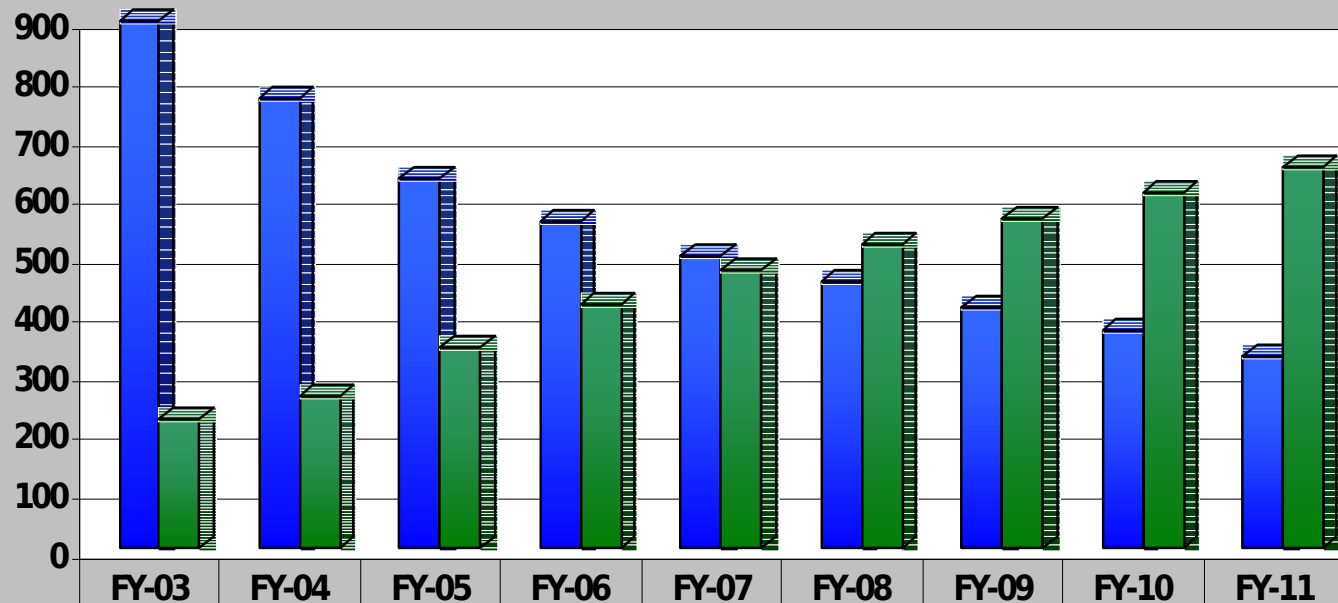
- **Continue to Move DOD toward On-Line**
- **Continue to be embedded with Customers**
 - **React to Needs**
 - **Push to On-Line**
- **Continue to Migrate towards Commercial S**





Total Government & Contractor

Where Do We Go From Here?



	FY-03	FY-04	FY-05	FY-06	FY-07	FY-08	FY-09	FY-10	FY-11
Total Government	900	768	632	558	500	456	413	370	328
Total Contractor	219	261	344	418	476	520	563	606	648

MID Requires \$116M Savings; HPO Achieves \$266M Savings



**Finding New Ways to Achieve
Goals**